

# BUSINESS<sup>in</sup>SURREY

## 2010 Business Excellence Awards Meet the Winners...p3 & p6



International Initiative  
Launch .....p4

Human Resources  
in a Box Toolkit ..... p5

5-Star Catering  
Rebuilds ..... p13

**Business Person  
of the Year -  
Arvinder Bubber**

**SEASONAL SIZZLE BUSINESS RECEPTION  
DECEMBER 1, 2010; 5PM - 8PM**

FOR MORE EVENTS SEE PAGE 7 OR [www.businessinsurrey.com](http://www.businessinsurrey.com)

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## We see a balance sheet for the planet.

Agreements, futures and options	546,259	75,678	32,088	19,007
Energy contracts	862,763	394,980	276,062	209,999
Energy Contracts				
Swaps	1,068	1,025	2,874	3,789
Interest				
	25,873	24,175	18,600	22,814
Exchange				
Options and options	162,025	7,652	7,524	599
Exchange contracts,				
Options	188,966	32,852	28,998	27,202
Contracts				
	29,200	17,500	3,209	860
Options	388,921	159,254	36,547	15
Energy contracts	418,121	176,754	39,756	875
	32,102	2,562	3,256	2,258
	11,236	25,689	39,456	16,523
Amount	\$ 1,513,188	\$ 632,837	\$ 387,528	\$ 256,855
(millions)				
	Gross amount		Specific allowance	
	2008	2007	2008	2007
Grants	\$ 53,256	\$ 64,025	\$ 16	\$ 3
Summer instalment	38,952	35,065	2	3
Government loans	63,488	55,265	160	135
owed or purchased				
Agreements	87,098	31,562	-	-
	192,194	185,917	178	141
Liability under acceptances	12,532	7,336	-	-
	\$ 205,326	\$ 193,253	\$ 157	\$ 153

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## BUSINESS EXCELLENCE AWARDS

# Business Person of the Year:

- Arvinder Bubber, FCA

It has been a long journey from the Punjab in India to his appointment as the first Chancellor of Kwantlen Polytechnic University, but for Arvinder Bubber this is another opportunity for him to indulge his passion which is to give back to the community. On November 4th he was recognized with

the Surrey Board of Trade's Business Person of the Year award, capping off a remarkable year which saw him elected as an FCA (Fellow of the Canadian Institute of Chartered Accountants) by his professional colleagues.

"I did my elementary and high school in India. My parents placed a very high value

on education.

Even though they didn't have much education themselves, grade five and grade ten, they felt that their children should proceed further and provided education accordingly."

In 1971 he joined his brother in England, to pursue higher education. He

spent five years there and achieved his Chartered Accountant designation before moving to Canada in 1976 to work for the Provincial Auditor of the Government of Saskatchewan in Regina. After a few years he went to work for the City of Regina, and stayed there until 1991.

"You know, I can't say enough about that community," said Bubber. "Our four kids were born there, and it's just a great place to raise a family. My wife grew up in Saskatoon, so we have roots there too."

"In 1991 we moved to Surrey, and like Saskatchewan, we found the community wonderful, and ready to help us settle in. We are well established here now. The kids are well settled, pursuing their education. Surrey too is a wonderful place to live.

Arvinder Bubber is a chartered accountant with



Arvinder Bubber with Past President James Stewart, sponsor, Hamilton Duncan Armstrong & Stewart LLP

his own firm, A.S. Bubber & Associates, and is the founding Chancellor of Kwantlen Polytechnic University.

Arvinder has a very strong sense of community and taking care of those within it. Arvinder is very passionate about making education accessible to those who otherwise would not have the opportunity. He believes that a higher education level within the community will elevate it in so many different ways. To be a great leader, says

Arvinder, one must possess a multitude of talents and consideration which include becoming engaged with the community; engaging with others; being respectful of others; deciding to be more giving and less selfish; and focusing on where you live or work in order to make it a better place.

see BUSINESS EXCELLENCE AWARDS ②

page 6



Arvinder Bubber with MC and CKNW program host, Christy Clark

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## Business Excellence and the Changing Workforce - *Respect is essential*

On November 4th the Surrey Board of Trade held its 12th Business Excellence Awards Gala to honour individuals and organizations in Surrey who have been recognized for their pursuit of excellence.

Some of you may remember the management book 'In Search of Excellence' published in 1982 and co-authored by Tom Peters and Robert Waterman Jr. It became an instant success and is still one of the most popular business books ever published.

'In Search of Excellence' made headlines at the time because it identified the critical importance of people to success in business. It may seem odd now, almost 30 years later, but up until then, businesses were fixated on things – policies, procedures, systems, budgets, tasks. The soft side of the business – the employees and the customers – was not considered as important to business success.

We live and work in a more enlightened world nowadays where respect for both the employees and customers is a crucial ingredient to business success. Technology has been a huge boon for organizations, but even so, most companies are still dependent on attracting and retaining employees who will make their organizations productive and make their customers happy.

Attracting and retaining those employees who can bring about business excellence will be a huge challenge in years to come. The reason? – Demographics. Our working population is aging rapidly. The first of the baby boomers retired in 2008 and this exodus of experienced and skilled older workers will continue for the next 20 years as the post-second world war bulge moves through to normal retirement age. However, because of declining and low birth rates from the 1980's onwards, there will be a huge shortage of employees to replace those leaving the workforce over the next 20 years. The pool from which employers will be able to recruit new employees is emptying rapidly.

According to statistics prepared by **Dr. Linda Duxbury of Carleton University, and a leading expert in Workplace Demographics**, our labour force grew by about 226,000 a year for the past 25 years. However, this decade has seen that figure shrink to 123,000 a year and this year will drop even further to 42,000. By 2016, she is forecasting that the labour force growth rate will be near zero. Within the next decade, for every 2 people retiring there will be less than one person to take their place.

What is the significance of this to our businesses? We will be compet-

FROM THE  
PRESIDENT

Nigel Watkinson



ing desperately with each other for human resources. Employees will be able to pick who they want to work with (not for). Employees will have specific requirements regarding much more flexibility over their working conditions, hours of work and their work-life balance. Employees will not stay long with any employer who does not satisfy their needs.

In general, the employees of the next decade or two will be able to choose where they want to work and the conditions they want to work under. Any employer who needs to hire staff will need to show that they run an excellent organization and that they treat their employees with respect and care about them. This is one of the qualities that the winners of our Business Excellence Awards have in common. They all recognize the importance of the employees to the success of their organizations and run organizations that treat their employees with respect and dignity. To quote from Peters and Waterman – 'If you want to compete in the knowledge sector, you must treat employees as your most important asset.'

**Hear Dr. Linda Duxbury and Michael Levy at the 2011 Economic Forecast Lunch - Feb 3, 2011.**

## Surrey Board of Trade launches International Initiative

Surrey is the fastest growing city in the province and a powerful economic engine in the Lower Mainland. With the largest industrial land base in the region, businesses from near and far are looking at Surrey as their choice to do business.

Surrey has the advantage of being centrally located in the fast-developing Fraser Valley between the commercial hub of Vancouver and the US Border. Surrey has five major highways, as well as deep sea docking facilities and proximity to two international airports – Abbotsford and Vancouver. Surrey is exciting now!

Surrey has an exciting future! Surrey also stands at a critical juncture where the right decisions and investments have and will create economic opportunities for a generation and beyond.

That is why the Surrey Board of Trade (SBOT) launched an International Initiative in early November, at our Surrey Business Excellence Awards Dinner. In front of a crowd of 420 people, we announced our strategic alliances with:

1. The Latin American Countries: the Canadian Council of the America's
2. India, Consulate
3. Pakistan Consulate
4. China: Canada Asia Business Network
5. Mexican Consulate
6. Malaysian Consulate
7. Philippine Consulate
8. Costa Rica Consulate
9. Canada Eurasia Russia Business Assoc.
10. Indonesia Consulate
11. United States of America Consulate
12. UK Consulate

Over the past 2 years, the SBOT International Team, which is chaired by Mary Jane Stenberg of Kwantlen Polytechnic University with Vice

Chair Allen Aubert, SBOT Governor and I have been networking with the consulate offices in BC – inviting them to their meetings - assessing the opportunity that exists around the world for local Surrey businesses. From this base of international contacts, the SBOT launched a major international business initiative.

So why the focus on international business development? Did you know that the board of trade or chamber of commerce movement was founded some 400 years ago? Did you know that there is a Board of Trade or Chamber of Commerce in every City around the world? Did you know that no other organization is connected to business globally in this way? The SBOT is connected to this business movement nationally through the Canadian Chamber of Commerce in Ottawa and globally through the International Chamber of Commerce in Paris, France. Because of these strong and historic links, we see a unique opportunity to add value to the Surrey business community by building on this widespread international network that embraces the world. We know that this will support the City's overall economic vision and plan to bring more business and investment in Surrey and to offer our local businesses, global business opportunities. The SBOT is ready to go international and is now embarking on a plan to establish a Surrey International Trade Centre to promote business opportunities around the world. All of these consulate offices or country organizations on the stage that night have agreed to sign or have already signed a Letter of Understanding with the SBOT that essentially involves 5 core elements. They are:

1. To promote two-way trade, investment, economic cooperation, and international marketing opportunities between Surrey businesses and the different countries

FROM THE  
CEO

Anita Patil Huberman



involved.

2. To promote Surrey businesses internationally and to identify opportunities for industrial cooperation
3. To receive delegations from overseas and send international delegations.
4. To encourage international businesses, locally and from within these countries, to join the Surrey Board of Trade as an international member.
5. For the Consulate and or country organization to encourage their chamber of commerce/board of trade to have a Letter of Understanding with the Surrey Board of Trade.

This is only the beginning. We see other countries that will want to sign on to create an international web which puts Surrey in the middle of economic opportunity. There is no other Board of Trade or Chamber of Commerce in Canada that is taking this strategic approach to doing business globally. And the Surrey Board of Trade, with our strategic alliances, will now be a global business organization. If we work together around the world, the economic opportunity for local businesses is huge. Our partnership with Export Development Canada continues as they provide their services to our members.

This will lead into the implementation of a Surrey International Trade Center in 2011. You'll hear more about this at the Surrey Export Awards and International Trade Dinner to be held in April. We are facilitating two-way trade through a planned suite of services, with strategic alliances, to be a leader to grow small and medium sized businesses. Surrey businesses are a part of the global economic equation!



# Human Resources in a Box Toolkit

— New benefit launched for Surrey Board of Trade members

While many small businesses are unable to justify the cost and resources required to have an organized human resources program, the Surrey Board of Trade recognizes the value that this can bring to the employees of their organization. That is why we've partnered with HRfx and are jointly offering Surrey Board of Trade members: HR in a Box.

A source of ready-to-go human resource tools and information that are simple and ready to use. The HRfx HR in a Box is designed to help you effectively navigate through the ever-changing employment landscape. You will find these products very useful in documenting and understanding your day to day employment events. Whether you're hiring a new employee, performance management or ending the employment relationship or somewhere in between, we know your project will be easier with the templates, information and forms you'll find in your HR in a Box.

Over 40 comprehensive documents, templates, tools and forms are available for purchase in the HR in a Box — all fully integrated, simple-to-use

and require few modifications to give you a head start on developing your HR practices and initiatives. The price is discounted for Surrey Board of Trade members - \$50 off of the \$549 cost.

What is included:

## Organization Tools

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Sample New Hire Templates  
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Managing the Workplace

## Recruitment and Selection Tools

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Coaching and Mentoring  
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## Exit Tools

The Termination Process  
Exit Interview Template  
EE Exit Checklists

For more information go to:

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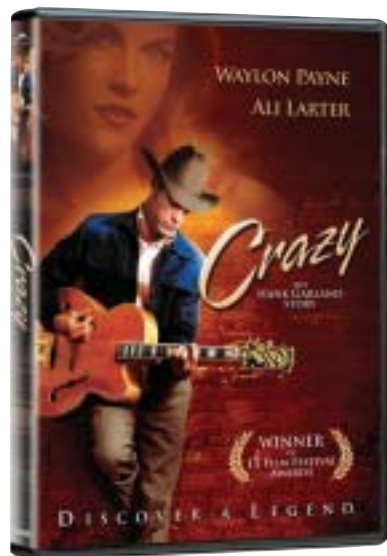
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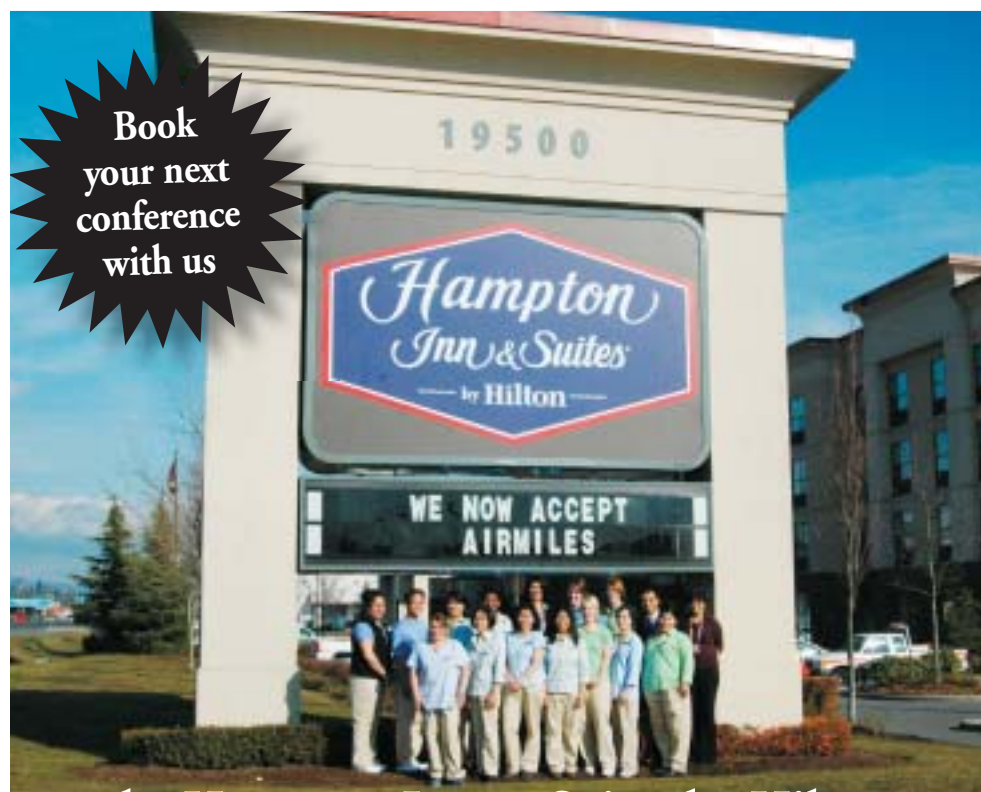
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# BUSINESS EXCELLENCE AWARDS

continued from page 3

## 21+ Employees: Endurance Wind Power Inc.

Endurance Wind Power, founded in 2007 by Glenn Johnson, is a manufacturer of advanced wind turbines designed specifically for distributed wind power applications. Their line of modern, induction-based wind turbines brings efficient, reliable, safe and quiet, renewable energy within reach of homeowners, businesses and institutions across North America, the United Kingdom and other global markets. The architecture behind the Endurance wind turbines has broken the paradigm of small wind turbines allowing the company to convert more energy into electricity. Endurance Wind Power Inc. has a core strategy that revolves around operational excellence. Their technology has enabled Surrey and Canada to be showcased on the global stage.



Glenn Johnson receives award from, Malcolm Earle of sponsor, Colliers International.



Glenn Johnson posing with the business end of a wind generator.

## 6 – 20 Employees: van der Zalm + associates inc., Mark van der Zalm, President

Van der Zalm + Associates Inc. is a full service Landscape Architecture, Urban Planning, Parks and Recreation Consulting firm based in Surrey, with offices also in Beijing, China. Since inception in 1999, van der Zalm + associates inc. has strived to become a leader in sustainable and innovative solutions for public realm projects, and private development. Their work has resulted in some of the most recognizable public park spaces in Surrey, including Holland Park – Surrey's first urban park. Van der Zalm + associates pride themselves



Surrey's Holland Park is one of van der Zalm's signature pieces.

on finding contemporary design solutions that are buildable, beautiful, and sustainable. President Mark van der Zalm provides a supportive work environment, giving the staff the opportunity to guide their own projects from start to finish. Mark was elected President of the British Columbia Society of Landscape Architects in 2010. The company is growing and is looking to relocate their office to the new Downtown Surrey.



Mark van der Zalm

## 1 – 5 Employees: Murdoch Jewellers, Amanda Curpen Murdoch, owner

Founded in 1994, Murdoch Jewellers has focused on providing quality products and services for its customers. Murdoch Jewellers specializes in fine calibre jewellery, watch and clock repairs. The unique specialty of Murdoch Jewellers continues to be their Handcrafted Custom Design Jewellery. In addition to custom pieces, Murdoch Jewellers also carries fine lines of manufactured jewellery, watches and well-crafted giftware. Murdoch Jewellers values their



customers' business and will go the extra mile to make sure they are satisfied. Often, the staff will make house calls to accommodate their clients. Murdoch Jewellers has maintained the highest Better Business Bureau rating of A+. Owner Amanda Curpen Murdoch has a saying: "There is work time and fun time, but both are part of Murdoch Time."

Amanda Murdoch in her environment

## New Business: ONEbean Coffee Company: Allen Klassen, President

ONEbean Coffee was founded in January 2009. At this time, Founder and President, Allan Klassen made the decision to leave the corporate world that solely focused on for-profit and use his business skills to create a for-profit company that is focused on giving back. ONEbean Coffee Company is a for-profit company creating long-term fundraising strategies and financial assistance to



Allan Klassen receives award from Merv Reinson of Super Save Group

non-profit and community organizations. They are committed to helping community non-profit groups, sports teams and faith-based organizations through the sale of coffee. ONEbean Coffee Company uses only Certified Fair Trade / Certified Organic coffee to ensure your coffee dollars have a positive impact in the regions where they source their 100% Arabica beans. They also recognize the importance of giving back to the community. In 2009, ONEbean Coffee Company launched a program called ONEbean CARES designed to provide the opportunity for ONEbean consumers and suppliers to collectively partner together and give back more funds to both local and global charities. The ONEbean CARES program highlights ONEbean's philosophy of striking a balance between both local and global needs.



Klassen displays his coffee equipment



## events

### Mark Your Calendar:

#### WORKSHOP: "DISNEY'S APPROACH TO QUALITY SERVICE"

Date: November 30, 2010

Location: Kwantlen Polytechnic University Surrey Campus (12666 72 Ave, Surrey)

Admission: \$395ea (includes course materials and meals). Use promo code SBTMNE for \$50.00 off. To register call 877.544.2384 EXT 1 or [www.keysvancouver.com](http://www.keysvancouver.com)

#### SEASONAL SIZZLE BUSINESS RECEPTION

Date: December 1, 2010; 5:00-8:00pm

Location: Fraser Downs Racetrack and Casino (17755 60 Ave, Surrey)

Admission: By food donation or \$5.00 at the door for the Surrey Food Bank



#### SURREY BOARD OF TRADE OPEN HOUSE

Date: January 19, 2011; 5:00-8:00pm

Location: Surrey Board of Trade office (14439 104th Ave, Surrey)

Admission: Free



#### USA MARKETING WORKSHOP

Time: January 25, 2011, 8:00-10:00am;

Location: Surrey Board of Trade Conference Room (14439 104th Ave. Surrey)

Admission: \$35.00ea

#### 2011 ECONOMIC FORECAST LUNCHEON featuring Financial Analyst MICHAEL LEVY & DR. LINDA DUXBURY, leading Workplace Demographic Expert

Date: February 3, 2011; 11:30am to 1:30pm

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The Surrey RCMP are encouraging all businesses to implement and follow applicable recommendations and target hardening tips to protect their businesses from potential break and enters:

- Report all suspicious activities and incidents to Surrey RCMP non-emergency line 604-599-0502. If a crime is in progress and and/or life is in danger, call 9-1-1.
- Install security video surveillance cameras inside and outside the business for full coverage.
- Upgrade security alarm systems and adjust the height of the motion sensors inside the business to detect all movements. The crooks will often crawl on their knees to avoid detection.
- Make sure motion sensors are not blocked by any objects, so that all movements are detected.
- Install a glass-break sensor on windows as well. Criminals will remove the glass without breaking it. Glass windows should be secured with bars and grills.
- Keep your exit doors clear of any obstacles.
- Install a wind chime or buzzer at your main entrance to alert the staff.
- All exterior doors should have a full-length metal plate and good dead bolt lock for better security.
- Make sure all exterior lights around the business are turned on at night.
- Put security alarm stickers on all exterior windows, and doors.
- Lock outside dumpsters/garbage bins, as open dumpsters attract unwanted persons.
- Keep an up to date inventory of the serial numbers of expensive equipment and take



pictures in case of loss or theft.

- Keep your Pin pad machines secured and out of sight. Check the serial number daily.
- Do not keep any cash in the tills after hours – leave tills open.
- Trim trees up to 10 feet and trim bushes down to 3 feet around your businesses so the business is fully visible from the street – don't provide opportunities for the bad guys to hide while breaking into your shop.
- Keep expensive items away from doors and windows.
- Anchor your safe to the floor with bolts, and alarm it as well.

If you have any questions or concerns please contact your local RCMP District Office or the Surrey Crime Prevention Society. Ask about CEPTD.

Contributed by: A.S.(Avtar) DHANJAL  
S/Constable, Community Safety Officer,  
RCMP Surrey Detachment District 3/ Newton

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# BUSINESS EXCELLENCE AWARDS

continued from page 6

## Student Entrepreneur: Adrenaline Productions

Benjamin Brown Bentley began Adrenaline Productions in 2008 with his business partner Joel Isfeld when the two realized they shared a common interest-putting on parties! Adrenaline Productions is an events production company, specializing in late night dance events for all ages. Adrenaline is currently the only company in the Lower Mainland to offer teen dance events at a nightclub. Working with the city, nightclub and police, Adrenaline licenses a normally 19+ nightclub to remove all alcohol and allow teens to party safely in a secure environment. Adrenaline Productions also hosts "Late Night Dance Events." Adrenaline is just the third company in the Lower Mainland to host "Late Night Dance Events" legally. Adrenaline Productions has seen nothing but success in all of their endeavours, and no doubt has a very bright future ahead. Last year Benjamin was named Simon Fraser University's Entrepreneur of the Year, and attends the Simon Fraser University Surrey campus. This past summer Benjamin worked full time as the Program Assistant at the Surrey Food Bank through a Federal Government contract.

Jane Fee of SFU presents the award to Ben Bentley, Engineering Student at SFU.



## Non-Profit Under \$500K: Surrey Hospice Society

Since 1986, the Surrey Hospice Society has offered end of life care for terminally ill patients and significant support for their loved ones. They are an integral part of the hospice palliative care team for Surrey's health services area. Hospice is neither a place nor a facility; it is a philosophy - a philosophy of care providing spiritual, social, emotional, and physical support for dying persons and their families.

In contrast to the medical model that focuses largely on disease and the prevention of death, hospice attends to the person with the goal of sustaining the quality of life. The Surrey Hospice Society offers highly trained volunteer support for palliative care clients and their loved ones. They also provide programs for adults, children, and teens and professional clinic counselling. With over 100 active volunteers and 7 staff, the Surrey Hospice Society served over 2,800 palliative and bereavement clients in 2009 alone. It has been said that hospice care is about putting life into days, not days into life. The Surrey Hospice Society believes that no one should face a life threatening illness alone, and no one should be alone with their grief.

Judi Huta, Surrey Hospice board chair looks on as Executive Director Marion Brandner accepts the award.



Michael Levy is the Financial Commentator for the Corus Radio Network and is regularly heard on CKNW. A Director of the Surrey Board of Trade, he is the founder and Managing Director of Border Gold Corporation.

## US Mid-term Elections Signal

— But watch for the reducing value of the American dollar

**The Democrats lost control of the House of Representatives, and very nearly took control of the Senate as well. What does this mean for business north of the 49th Parallel?**

This wasn't a surprise for me because the markets, which are always looking down the road, read it right. You saw the Dow steady-out, maybe get a little stronger, you saw the US dollar fall a little bit and then come back, and the Canadian dollar went up. So when the election news unfolded, there were no surprises.

If I can make a political remark here, I think it was more of a rebuke of Nancy Pelosi rather than the President. Business hasn't been happy with the economic direction the president has taken. This is well known, but the Senate stayed Democratic and we saw the rebuke in the house. When the Democrats came in, Pelosi did a real stick it in your face to the Republicans. They flaunted it, they put up party balloons, but John Boehner, who is

expected to be the next Speaker of the House says, "I don't want any such thing, we have work to do, we have an economy to repair, and let's see if we can't get along."

Of course, they've also been reacting to the President's priorities. It should have been the economy, when they were focusing instead on health care. Right now, Canada is waiting on the sidelines to see what the US Federal Reserve has to say and to see where the employment numbers are later on this week. I think that will give more direction to where Canada is going and whether the US economy can catch on again. I think when we know the quantitative 'Easing' number (that is the amount of money they are going to print and put into the US economy) that will likely have more of an effect on Canada.

**Is there any concern that there's going to be something akin to a hung parliament in the US, because of the split in their legislature?**

I don't think as much, because the next speaker has said they want to work together to get things done. If it looks like the Republicans are trying to work cooperatively with a President who now has to work cooperatively, then we get this meeting of minds and a bit of cooperative spirit, and I think it's going to be positive. It has worked before because Clinton lost his majority in both houses, then went ahead to work cooperatively with the republican house and senate reasonably successfully.

**Could this could lead the American government to be less protectionist over the next few years?**

With the Republicans in, yes I do, because they are more inclined to be free traders. But remember, they also preserve their own bailiwick. Mostly it's state governors who pressure the federal government to be protectionist of their state's commodities, whether those be lumber, or cattle, or steel or whatever. They have less of

a chance of doing that with the Republican House.

**What are some of the markets from around the word saying?**

The Republicans are freer traders, more globalist and less protectionist than the democrats, and that heralds well for China. But remember, the US economy is on the ropes right now. Otherwise you wouldn't see the Federal Reserve coming in to do more easing. And I think they will allow the US dollar to go lower eventually. That will help protect US industry, and that's what might get the backs up in countries like China, India, Brazil, the Europeans and Canada. When you let your currency go down, it's just like putting on tariffs, because it means the people in your country can't afford to buy the imports. This hampers China's or Canada's exports to the US, so I think it may be that natural phenomenon that might come into play instead of them throwing up trade barriers. The next month will be very interesting.



# BUSINESS EXCELLENCE AWARDS

continued from previous page

## Non-Profit Over \$500K: Elim Christian Care Society

Elim Christian Care Society was formed to develop the care facilities of Elim Village in 2003. The Emerald (Assisted/Supportive Living) opened its doors in August 2005. In 2009, The Harrison opened for residents requiring Residential Care. Elim Christian Care, a non-denominational organization, is one of three organizations which comprise Elim Village. Its mission is to provide seniors with a variety of housing options and multiple levels of services and care in a community which strives to meet their mental, physical, social, emotional and spiritual needs. They endeavour to be regarded as the model of best practice in provision of care for seniors. To accomplish this, they are valued partners in demonstrating a distinctive approach to seniors' care that recognizes and supports the unique needs of each individual, while embracing the benefits of working and living in a community. Elim Christian Care Society extends the care model throughout Elim Village from independent housing through residential care and is founded on a concept of community which recognizes that our interdependence and strength is found within a community that allows us to celebrate the joys of life and meet the challenges of life as we age.



Elim residents enjoying afternoon company in one of the many lounges.

J.P. Labbe of Abbotsford Airport presents the award to Elim CEO, Antonie Jansen



## Research & Development Tax incentives

– Take advantage of tax refunds or credits

The Canadian Scientific Research & Experimental Development (SR&ED) program is helping business develop or improve their product or processes. The SR&ED program's tax incentives may apply to activities in which you are already taking part. Under Canadian tax law, the key benefits of qualifying SR&ED expenditures include:

- Eligibility for investment tax credits (ITCs) that, federally, can reach up to 35% of eligible expenses may reduce tax payable or, for certain Canadian-controlled private corporations, even be fully refundable in cash.
- A full tax deduction in the year the expenditures are incurred, which may even apply to research and development capital assets that are not just for regular commercial use.
- The ability to "pool" SR&ED expenditures, enabling you to carry forward these deductions indefinitely, to the extent that they are not currently needed.
- Most provinces offer additional incentives for qualifying activities that increase the benefits of filing a claim, such as effectively combined federal and provincial rates on labour, which can often exceed two-thirds of the underlying costs with proxy overheads added.

SR&ED activities are not limited to those that occur in a traditional research lab. In fact, most claims are for experimental development – which often takes place right on the shop floor. A project may start in a lab, but is almost never completed there.

### Qualifying expenditures

- Salaries & wages
- Materials
- SR&ED contractors
- Overhead costs or proxy "notional" overhead costs
- Lease costs or capital assets used for SR&ED purposes
- Third party payments to other research entities, including universities

### SR&ED and your industry

The benefits of SR&ED tax incentives are available to any industry, including:

- Manufacturing, Automotive
- Technology, Software, Video Games, Hardware
- Plastics, Chemicals
- Food Production, Processing, Agribusiness
- Forest Products, Pulp and Paper
- Mining, Oil and Gas

### Are you eligible?

Is your company:

- Developing a new product or process?
- Improving an existing product, or your methods or processes?
- Working to reduce the environmental impact of your manufacturing process?



- Working on the next generation of your technology?

### The claim preparation process involves:

- Determining the eligible projects and the activities within them
- Preparing a technical report to describe the project
- Identifying the eligible costs that relate to the work
- Completing and filing the tax forms and technical report

This informational article is provided by BDO Canada. Their team is comprised of engineers and scientists who can help you with both parts of the claim and ensure you receive the ITCs to which you're entitled. They can mentor your clients to ensure they meet the program requirements, file the necessary forms and reports, and ultimately improve their chances of success with the SR&ED program. Successful companies then have the ability to allocate further funding to research and development activities on an ongoing basis. BDO is a leading provider of accounting and advisory services in the mid-market, working with entrepreneurial businesses, public companies and governmental organizations.

Contact: David Spicer, LLB, CA, Partner 604 443 4714

## Majority of attached homes in Fraser Valley fall under HST threshold

The Fraser Valley will offer buyers of new homes noticeable savings after July 1 when the Harmonized Sales Tax (HST) comes into effect, according to the Fraser Valley Real Estate Board.

Deanna Horn, President of the real estate board explains, "Since the majority of new townhomes, apartments, as well as select, new single family homes in our region sell for less than \$525,000, the BC new housing rebate threshold in BC, the impact of the new HST will be lessened."

On July 1, the seven per cent Provincial Sales Tax (PST) will join the five per cent Goods and Services Tax (GST) for a combined HST rate of 12 per cent. The HST will apply to the sale price of all new residential homes however; the BC government will provide a rebate up to a maximum amount of \$26,250. According to the provincial government, homes that sell for up to \$525,000 will cost the same or less than what they would have when only the GST applied.

"When the HST was first announced, we were concerned for our clients," explains Horn, who represents nearly 3,000 REALTORS® working in the Fraser Valley.

"Although the HST impacts new home purchases more

dramatically than resale, we're pleased that through our lobbying efforts alongside other BC housing industry representatives, we were able to convince the government to increase both the threshold for the new housing rebate, and the amount of the rebate itself.

"The result is that most buyers of new, attached homes and select detached homes in the Fraser Valley will be able to maximize the benefit of the government's rebate program. Just recently, I was recommending a lovely new, single family home in Cloverdale to one of my clients with an asking price of \$519,000. A similar home in other Lower Mainland communities could be considerably higher in price and after July 1, will result in higher taxes because it is above the HST threshold."

According to Canada Mortgage and Housing Corporation (CMHC), the average price of new townhomes in Surrey in May was \$475,154 and in Abbotsford \$403,469. The average price of new detached homes in Abbotsford in May was \$532,129. CMHC also reports new apartments – 1,000 square feet in size – are selling currently on average for \$294,860 in Surrey; \$232,800 in Abbotsford; and, \$273,880 in Langley.



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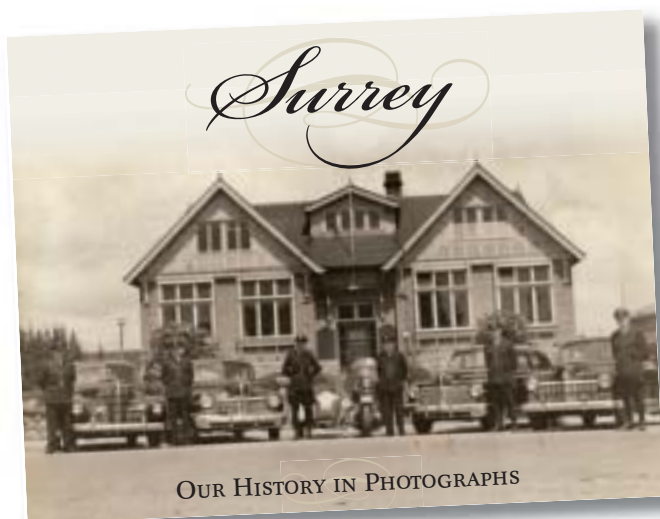
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 Publisher

#### PUBLISHER'S MESSAGE

In August 2009, the *Surrey Now* newspaper called on its readers to send in their old photos of life in our city up to 1990. We had such an overwhelming response that we expanded our plans to collect a local history of Surrey in photographs that were taken from before the turn of the 20th century through the 1990s. When the time came to produce this book, we had more than 1,000 photos to choose from. This enthusiasm for our city's history inspired us and reaffirmed our decision to publish this beautiful book.

We believe the true history of Surrey is captured in people's unique photos. And we believe the book you are holding now is proof of that. As you flip through this book's pages, think about the stories that our city holds and think of all the people that have called Surrey home throughout its rich and vibrant history. As you peruse through the hundreds of historical photos, look for faces and names that you might recognize. Share these photos with your friends and family.

We at the *Surrey Now* are proud of our city, proud of our history and proud of this book. But most of all, we are proud of the dedicated people - past and present - who have worked hard to build our community into what it is today. It is to those people whom we dedicate this book.

Thank you, and enjoy your read.



Dianne Watts  
 Mayor of  
 Surrey

#### MAYOR'S MESSAGE

Welcome to the story of our great city.

As B.C.'s fastest growing city and the community with the fastest growing immigrant population in Canada, the face of Surrey has changed dramatically over the years. Our city's story is filled with tales of strength, challenges, hardships, successes, unprecedented growth, strong family ties and dedication to a sense of community.

This book is a phenomenal way to showcase every part of our city's diverse past, showing residents at work, at home and at play at different times of Surrey's history. While there are written histories of our city, this book is sure to fill a gap - the photos you will see in the following pages truly speak for themselves and I believe they speak volumes to our rich and vibrant history. Surrey residents have always shown a dedication to their community and this book is a perfect way to honour those who were - and are still - proud to call Surrey home.

Indeed, the future lives in Surrey. But let us not forget the past, for it's the hard work of those before us that has paved the way for us as a city. Our story continues to be written and as your mayor, I, along with city council, look to the future with excitement and optimism for what lies ahead for Surrey. But sometimes a quick look behind us reminds us of where we came from and where we need to go.

Thank you, for your interest in your community's history. And if you or your family have contributed photos to this book, thank you for helping us tell Surrey's story.

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# We're Back - 5 Star Catering

## — John Morin & Baljit (Bob) Ahluwalia

In 2003, *Business In Surrey* profiled 5 Star Catering as one of the city's leading firms in this sector. Seven years later, BiS spoke with John Morin, partner, as they resume full operations following an arson attack on their facilities at 188th and #10 Highway. The fire denied them use of their pub, banquet facilities and kitchen at that site.

Notwithstanding this enormous impediment to their business, they kept going with offsite catering and are now in the final stages of returning to full operations at their "Sunrise" facility. Editor, Ray Hudson asked John Morin about the fire over a year and a half ago.

It was the day after St. Patrick's Day (2009). We'd had a big event the night before and it was one of the busiest days in the pub. We locked up for the night about 2:00 am and just two and a half hours later we got the call that the fire alarm had gone off. By the time we arrived there, about 5:30, and the front entrance to the pub was in flames.

**What goes through your mind as a business owner when you come upon a scene like that?**

We had to carry on. Obviously we couldn't do anything we'd booked at Sunrise, so where we could, we gave deposits back to people, or relocated them in other locations. If there was any cost added, we made sure the customer didn't get charged for it; like picking up the difference in rent if the cost was more than what we charged.

We did a few jobs at the East Delta Hall and the Danish Hall, then we had the opportunity to go back into the Curling Club in Cloverdale, where we operated for so many years. We were fortunate anyway because, at the time of the fire (not including the pub), 50% of our business was off site. So we tried to satisfy all the people that had their functions at Sunrise, trying to locate them in other locations, where we catered their event. For a lot of them, we could only just give their money back. One bright note though, because of the amount of off-site catering, we were able to continue to pay our main staff.

With the restoration, the contractors estimated that we'd be up and running in 6 months,

or at least by the end of December (2009). Of course it just stretched out longer and longer. Everything just seemed to take forever to get done. In the meantime, we're continuing in good faith to book all these banquets and things, thinking we're going to be back in business.

Ultimately though we saw things weren't happening, so we had to set up our customers in other halls, or give them their money back. We didn't make any money at all on some of the weddings. All we did was satisfy the customer. We reduced rent and included a number of things like chair covers and decorating that we usually charge for. We tried our best to make it look nice for them. We had a list of all the halls that were available that day to let people know what's available. They could pick and choose, but in some cases we gave back the money, because it wasn't suitable for them and in their minds they had other ideas. But I could only do so much.

We finally got temporary occupancy on the 19th of August, and we had a wedding here on the 21st.



**In dealing with the restoration, insurance and so on, were there any surprises that you didn't expect in that process?**

I guess the biggest surprise was the length of time it took to get everything done. If the place had burned to the ground and you had to rebuild it, you'd probably be up and running sooner than if you had to redo it. There were lots of different code upgrade issues, particularly in bringing things up to current codes.

But we're fully back in business now and the challenge will be to rebuild to our previous levels. Insurance does not pay for building your business up again. You basically have to go back to scratch with things like advertising and such.



We've got a lot of the Christmas events back, and we're pretty well full every weekend on Friday and Saturday. We did a lot of work in other halls setting up and taking down and it's lot more work than if it was here. But we tried to go the extra mile to make it as much as like it was here. And now, it is here – it's nice to be home.

**Contact this Surrey Board of Trade member at [www.5starcatering.com](http://www.5starcatering.com).**

# Breakwater Marine Sees Dramatic Expansion

## — Opens stores in Nanaimo and Ferndale, Washington

Breakwater Marine, which rose phoenix-like from the failed Olympic Boat Centres, is seeing dramatic growth in their business over the past year, with expansion to Vancouver Island and the US. The firm, lead by two of Olympic's most successful location managers, Aaron Fell and Fred Moore, won the Surrey Business Excellence Award in the new business category last year. We followed up to see how the company has been doing since that time.

"We've opened up in Nanaimo on the water, with a 14,000 sq ft facility," said Fell, "which allows us to sell and

service boats over on the mid-island sections of Vancouver Island. In the last year the Surrey location has grown to be such a large entity that we are now the worlds largest Larson and Glasstron dealer. Last week we were flown to Minnesota and honoured with an award for the Worldwide Dealer of the Year through Larson Boats."

"On the heels of last year's Business Excellence Award, our partnership with the Surrey Board of Trade has made a huge impact on the viability of our business and some of the interviews that we've done," said Fell. "We've

tried to build the business with a really high-end for customer service."

They report that the majority of their business right now is referral, which resulted in a decision to open a third location this October in Ferndale, Washington. "We wanted to help Canadians, take advantage of the strength of the Canadian dollar, without having to travel far south."

The Ferndale store, on the I-5, will have 3.5 acres of new, pre-owned, and consignment boats. "The uniqueness of our company," said Fell, "is that Fred is American, I'm Canadian, and provides an

international ability for our company. We're the only people that can actually sell a boat out of a Washington

State store, do the transportation, and do the financing and paperwork out of the Canadian store and you can take delivery out of the Canadian store like you bought it here."

When asked if this growth was an indicator of a strengthening economy, Fell replied, "The economy is definitely starting to come back. But



Fred Moore and Aaron Fell of Breakwater Marine

the reason people are buying boats in record numbers right now, at least from us, is that you've got parity in the dollar, a record low interest rate on the heels of the US recession, so availability is still decent. You've got manufacturers in the states that are still willing to service strong territories like this."



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# ACROSS the BOARD

## Congratulations

The **City of Surrey's** 2010 Celebration Site was named the Best Public Entertainment Event of 2010, by the BC Event Awards program. The BC Event Awards program recognizes outstanding achievements in special events, meeting management, and conference planning and exhibition management. **More info: 604.598.5760.**

**COMFORT INN & SUITES** won an "award of excellence for 2010" by TripAdvisor, and ranks "top 10" highest in western Canada 2010 by Choice Hotels. The hotel is under the leadership of **Ike Lalji** and **Roop Kooner**. Lalji is VP of Operation for the commercial portfolio and has 25 years of high-end hotel experience. Kooner, the GM and one of the principal owners, has brought the hotel to a high level of marketable standards, with the addition of new amenities and proximity to the Surrey Rec. and Leisure Centre. **More info: www.comfortinnsurrey.com.**



(L-R) **Julia Sangerloo**, **Peggy White**, **Rosavel Scott**

**Guildford Town Center's** "Shop with a Good Friend" campaign won the Maple Leaf Silver Award at the annual Canadian Shopping Centres Award ceremony on October 6, 2010. Professional recognition for this campaign was given to Guildford Town Centre's **Peggy White**, CSM, general manager; **Julia Sangerloo**, RPA, property manager; **Rosavel Scott**, SCMD, marketing director; as well as, **Belinda Davidson**, SCMD, director, regional marketing, **Ivanhoe Cambridge**; and **Cohn Marketing**. **More info: Petra Barker, 604.587.4263**



**Printfastic Printing Ltd** has announced the first annual recipient of the "Fresh Start" Scholarship award. This year's winner is **Katie Binette**, a graduate from **Guildford Park Secondary School**. The Fresh Start scholarship helps teenage mothers receive post secondary training. Both sponsors and individuals can contribute. **More info: www.freshstartfundraising.com.**

The **Surrey Board of Trade** team braved the wind and rain on Oct. 24th to participate in the **Peace Arch Hospital and Community Health Foundation's** fourth annual **HSBC Securities Great Pumpkin Run Walk**. The Foundation estimates they've raised \$30,000 (net) through the poplar event. This year, the event has doubled the number of participants and tripled the dollars raised. **More info: www.peacearchhospital.com.**



**Carol Girardi**, **Arts Council of Surrey and Surrey Board of Trade President**, **Nigel Watkinson**

At the recent grand opening of the Newton Cultural Centre, the **Surrey Board of Trade** presented a cheque to the **Arts Council of Surrey** in the amount of \$1,000.00. It will be used for the cultural centre. **More info: surrey.ca.**

## Announcements

**Alexandra Neighbourhood House** Retreat & Conference Centre has space available for weekend business retreats. Discounts available if you're done by the end of the year. **More info: 604.535.0015 ext 231.**

**Aarti's Catering** has just opened in Surrey. They're offering high quality, vegetarian and non-vegetarian Indian food, prepared by an experienced chef they've hired from India. **More info: Aarti or Sanjeev, 604.501.9006 or 778.895.9006; sanjeevkumar31@gmail.com.**

The **BC Human Resources Management Association** in the Fraser Valley is holding their business networking event, the 5th Annual Holiday Mix & Mingle, December 8th, 5:30-7:30pm, at the Cascades Hotel & Casino, Langley. Along with food, entertainment and prizes, there will be a chance to meet the BC HRMA CEO **Simon Evans**, CHRP, Fraser Valley Chair **Heather Johnson** and the Advisory Council. HRMA Members \$15, Non-members \$30. **More info: http://bit.ly/bbEoTJ, 604.531.5655.**

The **Burns Bog Conservation Society** celebrated its 22nd anniversary, November 14th. Founded in 1988, the Society advocates and educates people about the importance of Burns Bog to the health of the lower mainland. **More info: www.burnsbog.org.**

The **City of Surrey** has opened the new Newton Cultural Centre, a newly renovated, decommissioned Fire Hall #10, 13530 72 Ave, Surrey. The Interior of the Cultural Centre create a Gallery for local visual artists, a black box studio for performing arts rehearsals, a large multi-purpose room for meetings and various offices and support spaces. The new centre is 6 times the size of the former Arts Council space. **More info: www.surrey.ca.**

The **City of Surrey** received a \$15,000 grant from the TD Green Streets program. The funding will support The City's Green Timbers Friends of the Forest stewardship program being offered in partnership with Lena Shaw Elementary School. A year long series of environmental stewardship and education projects in the park will contribute to student's learning and development and to the long-term health of the forest. The school is one of few in Canada designated as an 'Earth School' due to the large number of environmental projects they've undertaken. **More info: surrey.ca.**



**Doug Eveneshen** has been appointed as the new Vice President Operations at **Community Savings Credit Union**. Eveneshen brings over 25 years experience in senior leadership

roles with several financial institutions including consulting and implementation of various financial management programs to some of the largest corporations in British Columbia. His educational background includes an MBA from Simon Fraser University and a CGA designation. **More info: www.comsavings.com**

**Rick Havas** and **Kevin Balmer** have opened **Edison Electric (2010) Ltd.** They are a Surrey based electrical contractor specializing in commercial maintenance, renovation and new electrical installs. Balmer's father operated the original Edison Electric in Surrey for over 25 years. **More info: 604.579.0203 or info@edison2010.com**

**D a v i d Swan**, CEO of **emPowerGHG** has a new way for business to monitor

energy use. The ENVI measures electricity consumption and cost (with natural gas and water anticipated soon) at 10sec intervals, and uploads data to Google PowerMeter over the Internet. In combination, they can be used to identify ways to change behavior and reduce energy costs. Installation is included in the ENVI's price, and Google's unlimited data access and analysis is free. **More info: 604.630.9414 or david.swan@eghg.ca.**

**Frontline**, a new real estate services firm, has recently relocated from downtown Vancouver to Surrey. Led by **Jordan MacDonald** and **Justin Mitchell**, the company is a full service real estate firm with a team of specialists to handle residential, development land, industrial, office and retail. The office is currently located at #201 - 17728 66th Avenue, Surrey. **More info: Jordan MacDonald, 604.687.8320; www.flre.ca**



**Green Zebra's** 2010 guide is available. It's produced locally and offers sustainable living tips complemented by thousands of dollars in savings. They are available as gifts for staff and clients and encourage green shopping and eating year-round. Proceeds go to **TB Vets**, a BC-based social enterprise that has provided vital respiratory equipment to every hospital province-wide. **More info: Rebecca Fry, 604.734.0309; rebecca@greenzebra-guide.ca.**

The new **Guildford Town Centre** is under-way. They currently have more than 200,000 square feet under construction and will have a total of 1.2 million square feet when done, with up to 300 stores, a 1,000-seat food court and outdoor restaurant campus. Construction should be finished in 2011. **More info: 604.587.4263**

The **IRLY Building Centres'** newest member is **IRLY Building Supplies White Rock**, owned by **Yupin Uthaikhaifar**. Opening in November, the store includes a Sears Outlet and is located in a new strip mall development. Space won't allow for building materials, however, agreements with other IRLY Building Centres will give customers access to building materials through special orders. **More info: www.irllybird.com/whiterock.html.**

**NightShift Street Ministries** will hold their 4th Annual Gala of Light fundraiser on November 20th, 2010. Every night of the year, up to 200 people are served from the Ministries' mobile kitchen and vehicles. They offer hot meals, clothing, care packages and friendship for the many that are living in poverty or on our streets. The event will be held at **Northview Golf and Country Club** (6857 168th St, Surrey), and this year's guest speaker is **David Bentall**. Tickets are \$200ea or \$1500 for a table of 10. **More info: 604.953.1114; www.ez.com/NightShiftGala.**

**Jason Rite** of **NITROLUBE** was recently able to help a mother and child stuck on the side of the road, with a flat tire and no BCAA coverage. Using some of his NitroSeal product and a portable pump from his truck, Rite had the family quickly on their way. The product prevents flat tires and slow rim leaks in tubeless tires. **More info: www.nitrolube.com.**

**Fraser MacRae**, Surrey's former Chief Superintendent has been promoted to RCMP Assistant Commissioner. He will also remain in charge in Surrey, which makes him the first assistant commissioner to remain as the officer in charge of a detachment. **More info: bc.rcmp.ca.**

**Royal Canadian Theatre Company** are now rehearsing for their Christmas Panto "Alice in Wonderland" at the **Surrey Arts Centre** (13750 88th Ave, Surrey). Dates are Dec 16 (2 for 1 preview); Dec 17-Jan2, shows at 3 and 7pm. Ticket discounts are available for large groups. **More info: 604.501.5566; www.rctheatreco.com.**



**Nigel Watkinson**, President of the **Surrey Board of Trade** attended the Taiwan National Day Double Ten reception in September and met members of the Chinese Women Entrepreneurs Association (CWEA). **More info: 604.581.7130.**

**Small Business BC** is holding the 8th Annual Successful You Awards. Categories include Best Company, Best Employer, Best Green Business and Best Concept. Nominations close December 15 and the award ceremony takes place March 29, 2010. **More info: http://www.successfullyou.ca/nominate.**

The **Surrey Christmas Bureau's** Christmas House is up and running. New coordinator, **K.C. Gilroy**, is confident that once again the generous business community in Surrey will support efforts to help nearly 2,000 low-income families in our city. **More info: www.christmasbureau.com; 604.581.9623.**

The **Surrey Employment Resource Centre Newton** has entered its 13th business year in Surrey. They offer a full range of no cost professional employment services to all job/career seekers and can arrange for volunteers, practicum placements or employees for local businesses. **More info: Susan, 604.501.2224; susan@serc-n.com; www.serc-n.com.**

**Kyle Chuang** and his team are launching their new brand, **Western Union Business Solutions**. They were previously known as Custom House Global Foreign Exchange. Their address and phone numbers remain the same, however the website is now **http://business.westernunion.ca**. **More info: kyle.chuang@business.westernunion.com.**

## RECEIVE \$100

Know someone that should be a member of the Surrey Board of Trade? Let us know, and if they sign up successfully, you'll receive a \$100 SBoT credit. Contact Indra or Zinnat for more info: 604.581.7130.

## JOIN THE SURREY BOARD OF TRADE

Find out how membership in the Surrey Board of Trade opens doors to new business opportunities, locally and internationally! Be a part of Surrey's business voice at all levels of government.

The Surrey Board of Trade (SBoT) invites Surrey businesses to attend the Thursday, December 9th Breakfast in the City orientation as our guest from 7:30-9:30am at the Sheraton Vancouver Guildford Hotel (15269 104th Ave. Surrey) to learn about how the Surrey Board of Trade can help your business. Register online at [www.businessinsurrey.com](http://www.businessinsurrey.com) or call Heather at 604.581.7130.

## ONGOING SPONSORS

**Sheraton Vancouver Guildford Hotel**  
604.582.9288  
Official event sponsor for the Surrey Board of Trade.

**Arts Council of Surrey**  
604.585.2787  
Official artwork supplier for the Surrey Board of Trade office.

**Canadian Springs**  
604.764.0608  
Official water supplier.  
**One Bean Coffee**  
604.897.6551  
Official coffee and tea sponsor



After much research and development, **Yvonne Allen**, of **Voice for the Horse Consulting** is launching two pro-active solutions to help reduce the neglect and abuse of unwanted horses. These locally developed programs will be available across Canada and the USA. **More info: 604.833.3983; www.voiceforthehorse.com.**

## Artist Of The Month

Artists **Ernie Faessler** and **Isabell Simpson** are currently displaying their work at the Surrey Board of Trade (101-14439 104 Ave, Surrey). For information on art rentals or purchasing, call the **Arts Council of Surrey** at **604.585.2787.**

## NEW MEMBERS:

ABC Solutions  
Alisha Dhiri - Student Member  
Berlan Construction Inc.  
Counterpoint Communications Inc.  
Dawn Wattie Law Corporation  
Dee Motors  
Dr. John Stuart Jr. Optometry Corporation  
eSecure Data.com  
Fiji Shop & Save  
Five Star Business Services Ltd.  
Frontline Real Estate Services Ltd.  
Global Payments  
Grant Lee of TD Canada Trust  
Hands on the Hill Massage  
KOK Technologies  
Lifetime Member - James Stewart  
Michael Levy of CKNW  
Midway Properties Limited  
MS Systems  
National Pacific Financial Brokerage Inc.  
R-G Management  
RG2 Productions  
Ruman Holdings Ltd.  
Sharp Building Maintenance Ltd.  
Steven Vu - Student Member  
Superion Inc.  
True Balance in Life & Leadership  
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- Machine heads
- Machine exhaust manifolds
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- Updated rail plugs and hardware
- Evacuate and flush coolant system
- Replace all fluids and filters
- Evacuate and recharge a/c system

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